# Transport Shift Manager

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| Brand: Report To:  | Matthew ClarkTransport Logistics Manager | Job Family:Sub Family:  | Logistics Logistics  |

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| Purpose |
| The job holder will ensure the smooth management of the transport operation, with responsibility for the delivery of cost, service, compliance, people KPIs – in line with company and legal standards and requirements.Responsibility for the transport team and fleet on a day-to-day basis, supporting the management team as required. |
| Core Accountabilities |
| **Cost**• Manage the usage of labour within the transport team, adjusting plans to ensure tasks are covered effectively at optimal cost• Ensure all items delivered are to agreed customer specification with minimum wastage • Ensure that the department and depot achieve the company quality targets whilst operating within productivity targets• Ensure any operational costs are fully managed in accordance with the Transport Logistics Managers directive**Service**• Proactive communication with internal and external customers, line manager and customer service team regarding operational issues• Responsibility for the delivery of daily, weekly, and monthly plans to ensure customer and company needs are met• Implement effective change to facilitate customer requirements as required, through customer, crew, and stakeholder feedback* Ensure the depot fleet is operationally ready and compliant to the required standard to ensure continuity of supply to our customers
* Assist the Transport Logistics Manager in preparing detail for monthly reports
* Through effective management of the Transport Team Leaders, ensure that the daily plans and working hours of the crews are analysed to facilitate optimal performance

**Compliance**• Ensure compliance with all quality and legal Health and Safety documentation and standards* Counsel any infringements through de-brief and escalation as required, following the company procedures or re-training as needed
* Maintain fleet compliance, focusing on defect reports, servicing, and MOT’s

• Ensure customer and company requirements are observed and maintained by monitoring the adherence to company policies and procedures including completion of DRA’s• Accurately complete relevant transport and Health and Safety audits through to corrective action sign off and implementation of any required changes• Monitor and maintain housekeeping standards in the department. Identify, eliminate, isolate, or minimise workplace hazards**People**• Proactively manage team members’ performance• Identify employee training requirements including mandatory regulatory training* Provide or arrange relevant training to team members to ensure compliance as well as development

• Ensure investigations into accidents and incidents are completed effectively and there is a follow up on corrective action with communication to the wider team• Proactively ensure people management issues are identified and effectively dealt with• Ensure consistent communications across the team and develop and maintain relationships with other departments **Leadership**• Act following the company’s values and management principles within the department• Provide the team with expert knowledge, advice, leadership, motivation and addressing areas for improvement• Provide practical solutions to operational challenges and take ownership of problems and deal with them effectively • Create and maintain a positive, safe, and productive working environment• Continually review ways of improving the operations in all areas, generating new ideas and actively implementing and promoting change |
| Key Relationships  |
| Internal * Warehouse
* Stock
* Admin
* Customer Care
* Sales
* HR

External* 3rd party logistics
* External contractors
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| Experience, Skills and Knowledge  |
| **Experience** • Experience in a management role within a fast moving and changing work environment such as FMCG or logistics • Experienced in managing, developing, and inspiring teams* Fleet management

**Skills/Behaviours**• Passionate about providing a Premium service • Team player role model who leads by example and can motivate, coach, and develop team members • Proven people management skills e.g., dealing with performance and disciplinary issues, grievances, and team building • Able to manage targets and KPI’s• Able to solve problems and generate innovative solutions• Able to multi-task in a pressured environment and work to tight deadlines• Able to plan, organise and delegate effectively with attention to detail – methodical and logical in work style• Highly motivated and driven in maintaining the highest standards in quality and Health & Safety • Effective communication skills – able to communicate effectively at all levels with good verbal and written English* Must be flexible with work patterns as the role may require management at different times of the working day

• Positive approach and completion of any reasonable task requested by the management team**Knowledge**• Warehousing and distribution systems* Transport laws and regulations
* Cost control
* Health and Safety
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| Qualifications & Education |
| • IOSH Managing Safely – desirable• Proficient in MS Office Suite – essential* Driver CPC - essential
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